



NORTH HARDIN WATER SUPPLY CORPORATION

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MANAGER

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NOTICE: DELINQUENCY FEE AND DISCONNECT POLICY

In May 2012 our Fee Structure was up-dated and several attempts were made to inform all Customers of these changes. At North Hardin Water Supply Corporation we understand these are hard economic times for all of us. We appreciate our Customers and we are producing this letter explaining in detail our Delinquency Fee & Disconnect Policy in the hopes that this will eliminate our Customers from incurring any additional fees. We thank you for your cooperation and understanding.

If the **PAST DUE** amount of your bill is not paid in full **BEFORE 7:00 am the day of the DISCONNECT DATE** shown on your Final Notice, there will be a \$35.00 Delinquency Fee automatically added to your account. Any Past Due amount above \$5.00 will be subject to a \$35.00 Delinquency fee. This \$35.00 Delinquency Fee plus any Past Due amount must be paid in order for your water service to continue uninterrupted. Arrangements may still be made, but **MUST** be called in by 5:00 pm the **DAY BEFORE** the **DISCONNECT DATE** shown on your Final Notice in order to avoid the Delinquency Fee and or Disconnection of service.

For those who have not called in to make arrangements by 5:00 pm the day before the Disconnect Date, or who have not paid their past due amount before 7:00 am the day of the Disconnect Date, your water will be disconnected the morning of the Disconnect Date. If you made arrangements but failed to pay by 5:00 pm the day of your arrangement date, you will be charged a \$35.00 Delinquency Fee and your water will be disconnected the following morning.